



FACTORS AFFECTING UNION EFFECTIVENESS:  
A CASE IN TENAGA NASIONAL BERHAD

NUR SHAMEELA BINTI NOOR RAMLI  
2010110411

BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) HUMAN RESOURCE MANAGEMENT  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
BANDARAYA MELAKA

JANUARY 2014

## DECLARATION OF ORIGINAL WORK



BACHELOR OF HUMAN RESOURCE WITH HONOURS  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”

Nur Shameela binti Noor Ramli, (900620-12-5300)

Hereby, declare that:

- This work has not previously been accepted in substances for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **LETTER OF SUBMISSION**

10<sup>th</sup> January 2014

The Head of Program

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management Universiti Teknologi MARA

Kampus Bandaraya Melaka

110 Off Jalan Hang Tuah 75300 Melaka.

Dear Sir/ Madam,

### **Submission of Project Paper**

Attached is the project paper “Factors Affecting Union Effectiveness: A Case in Tenaga Nasional Berhad” to fulfill the requirement as needed by the Faculty of Business Management Universiti Teknologi MARA.

Thank you,

Yours sincerely,

---

NUR SHAMEELA BINTI NOOR RAMLI

2010110411

## **ABSTRACT**

### **“FACTORS AFFECTING UNION EFFECTIVENESS: A CASE IN TENAGA NASIONAL BERHAD”**

Union effectiveness is defined as the activities and organizational attributes which allow the union to achieve its goals. The purpose of this study is to determine the relationship between IV (delivery processes, improve in wages and benefits, leadership stability, union political) and DV (union effectiveness). This study was conducted at Tenaga Nasional Berhad (TNB) Negeri Sembilan and aims to address the most significant factor towards union effectiveness. 104 questionnaires were gathered in this research. The questionnaires were used to obtain and collected the data from the respondent. Simple random samplings are being used in this study as sampling design. Overall results revealed that delivery process was the most important predictor of union effectiveness. The findings obtained in this study particularly useful for both organization and union itself in understanding the importance of delivery process towards the union effectiveness. It is suggested that Union should organize itself in terms of improving communication with union members and understanding the employer business because these factors will enhance the union member's perception of union effectiveness.

**Keywords:** Union Effectiveness, Union Political, Delivery Process, Leadership Stability, Improve in Wages and Benefits.

## **TABLE OF CONTENT**

TABLE OF CONTENT	v
LIST OF FIGURE	viii
LIST OF TABLES	ix
LIST OF ABBREVIATION	x
ABSTRACT	xi
<b>CHAPTER 1 INTRODUCTION</b>	<b>1</b>
1.1    Background of Study	1
1.2    Background of Tenaga Nasional Berhad	4
1.2.1    Vision	6
1.2.2    Mission	6
1.2.3    Board of Director	6
1.3    Problem Statement	8
1.4    Research Questions	9
1.5    Research Objectives	9
1.6    Significant of Study	10
1.6.1    Organization	10
1.6.2    Trade Union	10
1.7    Limitations	11
1.8    Definition of Terms	11